



Consolidated Technology Services • WA

Service Announcement

May 18, 2015

TO: CTS Remote Access Services Customers

FROM: Phil Davis, Manager
Security Projects Engineering

SUBJECT: SSLvpn Service Upgrade

This service announcement provides updated information on the Remote Access project that Consolidated Technology Services (CTS) is implementing to replace the existing older technology. The replacement platform is F5 Big-IP and provides role-based, delegated administration for agency specific administration requirements .

What Does this Mean?

Five pilot agencies began using the F5 product in February and all other existing customers are configured on the new platform. Some customers have completed their migration of users to the new platform while others continue the migration of users. Existing customer agencies that use the Cisco IPSEC software client have also been contacted and are migrating their users to the new F5 Big-IP platform. CTS will decommission the existing Juniper SSLVPN product and also the existing Cisco IPSEC software client by **June 29, 2015**. The previous decommission date of May 31, 2015 has been extended to accommodate customer agencies that have requested additional time.

Progress To Date

- CTS held an informational meeting on November 24, 2014 and a pilot customer meeting on Feb 10, 2015.
- Pilot agencies began using the new platform in mid-February.
- CTS held another informational meeting on May 4, 2015 to review the project status and provide a live demonstration of the new platform functionality, features and administration.

Next Steps

- CTS is coordinating with individual agencies to:
 - Prepare for migrations
 - Schedule required tasks
 - Schedule cutovers
- Customers will be able to login to their system by going to <https://accesswork.wa.gov> and entering their existing userid and password just as they currently do today.
- Remote access to agency resources will be configured to allow existing SSLvpn and IPSEC software clients

An Agency Shared Knowledge (ASK) Collaboration site is established for customers and includes:

- Agency specific folder for implementation documents

- Customer Readiness Guide
- Project status information

For questions or comments, please email the [CTS Service Desk](#) or call 360-753-2454 or 888-241-7597.